8.0   MAINTENANCE

DISA is responsible for supporting the DISN and its SIPRNET. GCCS site hardware, including the premise router are a Service/Agency site support responsibility. Maintenance for all DISA-provided GCCS hardware will initially be provided by contractor support funded by DISA to allow a period for Service/Agencies to plan and budget for their life cycle support. Sites permanently supported by DISA will be contractor supported throughout the life cycle of the system. For all other sites, follow-on support may be acquired through the DISA GCCS Maintenance Contract to be awarded not later than 30 September 1996. DISA has provided this contract for that purpose but Services/Agencies must provide funds for hardware and operating system software for the life of the system, no matter which vehicle they use. The GMC-HelpDesk will be the entry point for any GCCS functional, technical, configuration, and software questions or problems (see Sections 7 and 9).

Each Service/Agency supporting a GCCS site has developed a support concept. The Air Force is developing a two-level maintenance concept with a mix of organic and contractor maintenance at both organization and depot level. The Army intends to utilize the DISA GCCS Maintenance Contract for hardware maintenance and in the interim, use Life Cycle Contractor support for system and applications software and all hardware being fielded under the auspices of Army GCCS (AGCCS). The Navy will use the DISA GCCS Maintenance Contract for all shore sites throughout the contract life. Shipboard units with the installed TAC-n series hardware will continue to use existing support procedures. The U.S. Marine Corps will establish a maintenance concept encompassing both garrison and deployed site restoration. Contractor maintenance support will be used for Line Replaceable Units in garrison, and deployment kits for use in deployed status.

Interim Hardware Maintenance: Interim Hardware Maintenance will be used by all DISA supported sites and most Service supported sites, until the DISA GCCS Maintenance Contract is awarded. GCCS users should call the GMC-HelpDesk before conducting any maintenance activity directly. Support for the following will be provided:

- Sun Hardware and Solaris Operating System, CONUS and OCONUS
- FDDI Hub and LAN Concentrator
- TS3 Hardware
- Network Encryption System
- CS2600 Server
- Unitec UT-200
- STU 1910 SAC
- AMHS Standard Automated Terminal
- Premise Router.

Details on contracts, procedures and warranties can be found in the *GCCS Joint Integrated Logistics Support Plan (JILSP)*.

Long-Term Hardware Maintenance: The Long-Term Hardware Maintenance concept for GCCS site hardware and operating system software at DISA supported sites will be through contract maintenance. Service/Agencies will provide the same long-term support as they deem appropriate; and they can continue to use the DISA GCCS Maintenance Contract as long as it is available, and while providing funding for their own support. The contract will be structured to provide a variety of maintenance options from which Service/Agencies can choose.

8.1   Software Maintenance

Software Maintenance of GCCS-PM procured COTS software provided to IOC sites will be funded by DISA through 30 September 1996. The COTS software life-cycle management and support concept, to include funding for software licenses and maintenance is still under development. Currently, the Joint Staff is responsible for licensing guidance and any changes. Services/Agencies will provide any additional COTS licenses required above the quantity provided by DISA and will be responsible for maintenance of the additional licenses. DISA is investigating a contract vehicle whereby sites could purchase additional software and additional information will be forwarded via an AUTODIN message when available.

8.2   Supply and Provisioning, Support Equipment, and Technical Data

There is no plan to provide spares to support GCCS hardware. The DISA GCCS Maintenance Contract offers a source of maintenance to include all required spares and repair parts. Until the contract is awarded, DISA will make available a limited number of spare disks to support repair of secure disks. Also, there is no unique support equipment required for GCCS. Technical data (drawings, manuals, parts lists, change notices, system software documentation and technical publications, specifications and standards, etc.) will be provided as needed. Version 2.1 documents can be obtained from the CM library (see Section 9) and all user's manuals i.e., GCCS system-level documentation, will be provided in hard copy at the time of initial installation at a GCCS site. This includes system administration manuals, GCCS user's guides, specific applications user's guides, software installation procedures, and limited commercial manuals (commercial manuals are the standard vendor manuals provided to any customer). Maintenance manuals are not needed since GCCS uses standard commercial equipment, and manuals will be provided by contractors. Subsequent major updates of software and new application deliveries will include new operations manuals as needed. Electronic copies will also be available to all sites.